



Dear Valued Customer,

Congratulations on taking the first step to own your very own brand new SmartBox Entertainment Streaming Device!

Thank you for choosing SmartBox Entertainment and trusting our brand to give you a totally new perspective to Entertainment & Streaming. We are very excited for your journey with SmartBox and cannot wait for you to truly transform your television experience.

We promise you to provide nothing less than excellent services at the most reasonable rates you have ever come across and getting you on the right track to become a pro streamer!

Thanking you again for choosing SmartBox as your Streaming Device and welcome to the future of Entertainment.

*Yours truly,
SmartBox Entertainment*

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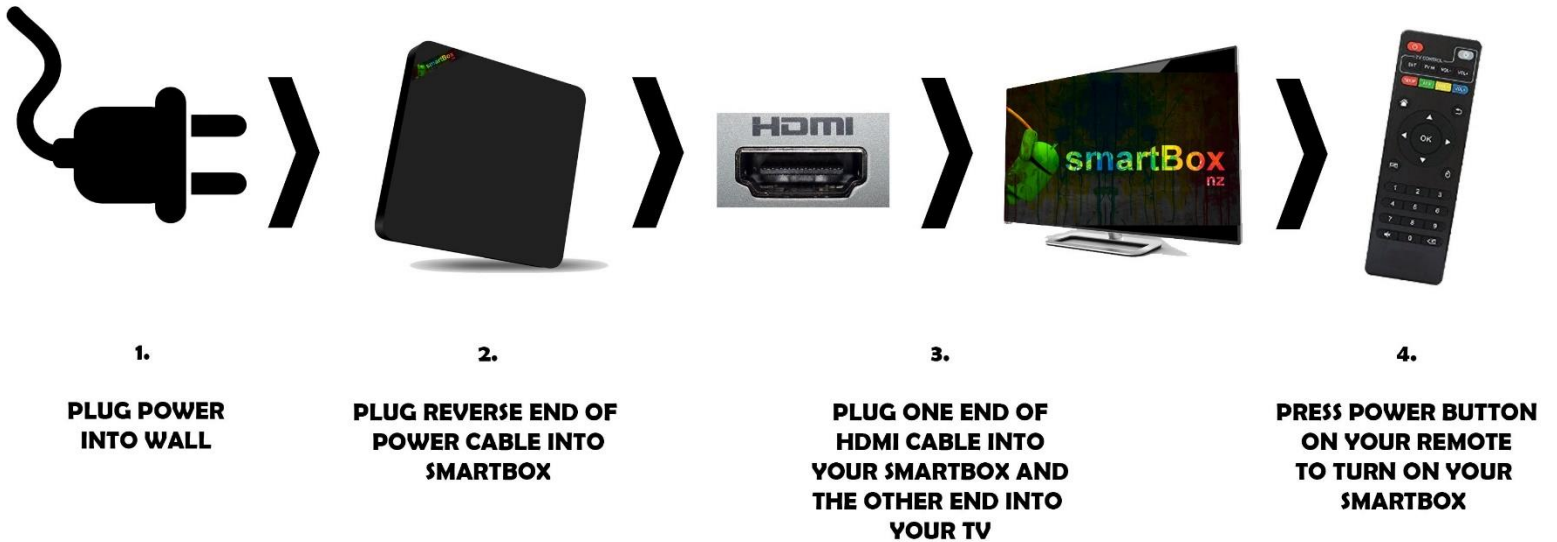
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GETTING STARTED

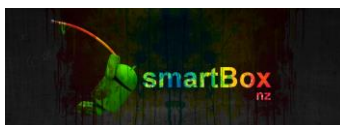


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HOME SCREEN



1. **Media Centre** _____ *Main Application designed for Streaming*
2. **Mobdro** _____ *Application for LIVE Channels - FREE INTERNATIONAL TV*
3. **SpeedTest** _____ *To check SmartBox Internet Speed*
4. **Google Playstore** _____ *Accessing Multiple Android Applications*
5. **System Settings** _____ *Accessing SmartBox System Settings*
6. **Youtube** _____ *Application*
7. **Web Browser** _____ *Internet*
8. **Gaming** _____ *Retro/ Old Skool Games*
9. **Support** _____ *Teamviewer/ QuickSupport*
10. **Netflix** _____ *Requires User Subscription*
11. **Folder** _____ *Easy Access to Key Applications*
12. **All Applications** _____ *Access to all applications installed on SmartBox*



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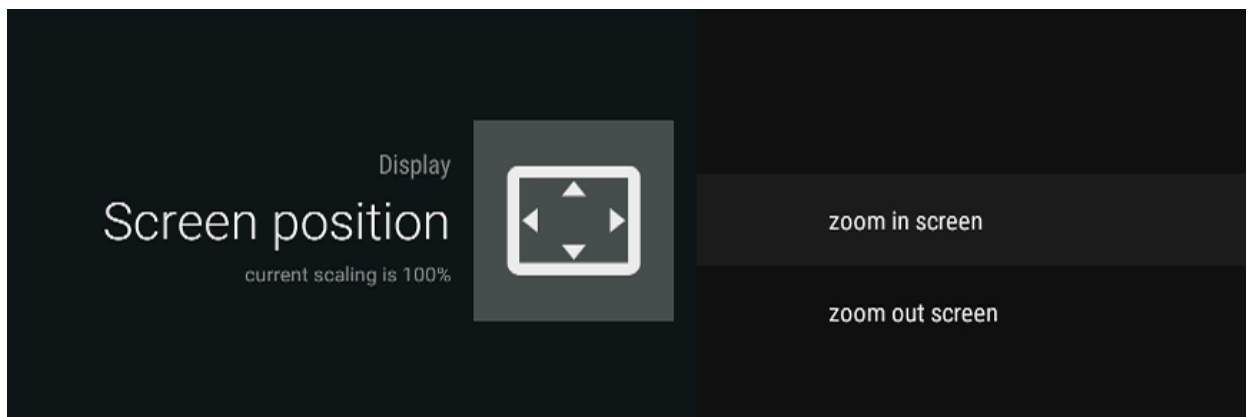
CONNECTING TO THE INTERNET

1. Click on SmartBox Settings, Network Settings tab on home screen.
2. Enter Wi-Fi password or connect Ethernet cable.

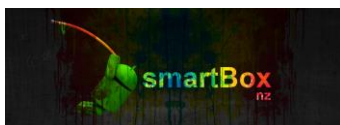


ADJUSTING DISPLAY SETTINGS

1. Click on Settings on your HOME SCREEN.
2. To change the display size on your screen click the DISPLAY tab and then click SCREEN POSITION tab.



3. Adjust to 92% or percentage that fits your screen perfectly.



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SETTING DATE AND TIME (**VERY IMPORTANT**)

1. Click on Settings on your HOME SCREEN
2. Date & Time
3. Click on Automatic Date and Time -> Click on Use Network Provided Time

This is a **VERY IMPORTANT** step so ensure the automatic time is displaying local time, if this is not the case, check your TIMEZONE is set to your region, if the automatic feature for some reason does not work as described, you can always manually set time and date (It will take approx. 2 minutes for the automatic feature to pick local time)

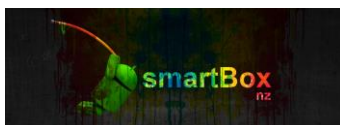
HOW TO PUT SMARTBOX TO SLEEP OR COMPLETELY TURN IT OFF

Stock Remote

1. **Sleep** - Tap the power button once. The unit will go into sleep mode.
2. **Power Off** - Press and hold the power button. A pop up will appear asking if you want to Power Off or Restart. Highlight Power Off and press the OK button. The unit will power down completely.

AirMouse Remote

1. **Sleep** - Press the cursor button to make sure the cursor is off. Tap the red power button once. The unit will go into sleep mode.
2. **Power Off** - Press and hold the red power button. A pop up will appear asking if you want to Power Off or Restart. Highlight Power Off and press the OK button. The unit will power down completely.



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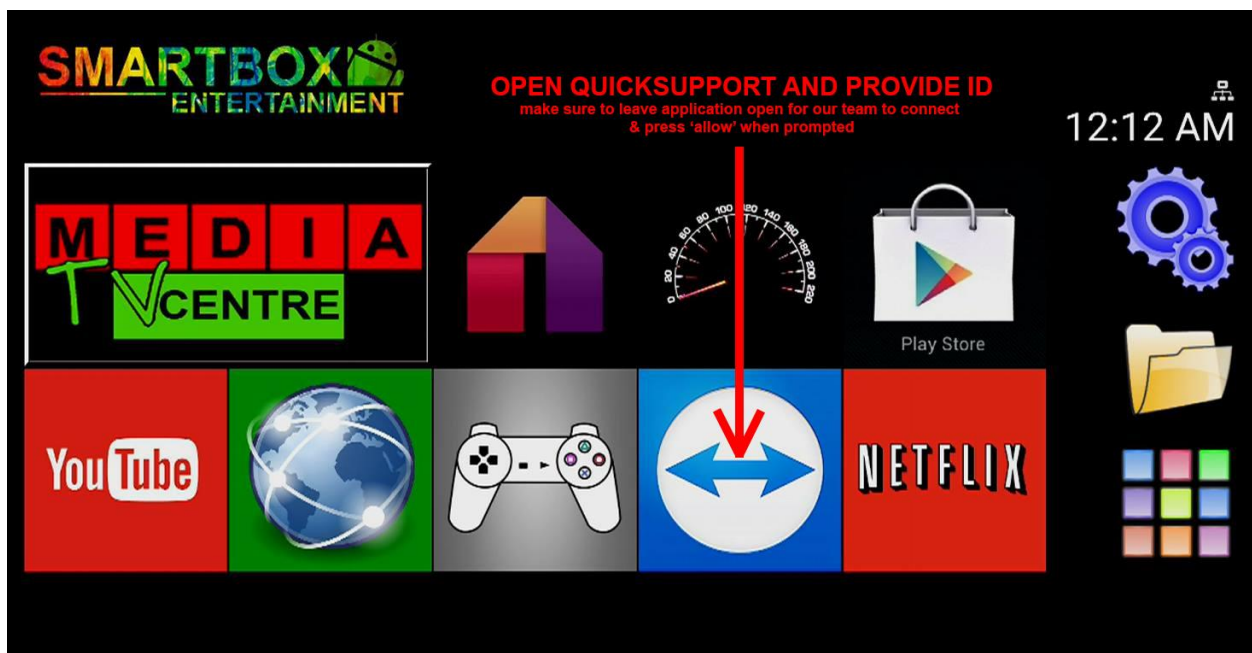
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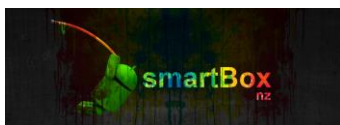
HOW TO PROVIDE ID FOR QUICKSUPPORT

1. Click on the Blue Tile (with arrows pointing left and right)
2. Wait for 9 DIGIT ID on your Screen (if ID does not show up in 1min MAX, please check internet connection/ restart your internet router/modem)
3. Provide 9 DIGIT ID to Team member REQUESTING it (do not press SEND ID)
4. Leave Support Application Open until Connection Request
5. Press Allow when PROMPTED on your screen



IMPORTANT

- SUPPORT ID WILL ONLY BE REQUESTED BY TEAM WHEN REQUESTED, WE ENCOURAGE ALL CUSTOMERS/ USERS OF SMARTBOX ENTERTAINMENT UNITS TO LEARN ABOUT THEIR UNITS AND WHAT WORKS BEST FOR YOU (no ID will be accepted unless requested by team)



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COMMON TERMS USED

- Media Centre _____ Kodi – Open Source
- Build _____ User Interface inside Media Centre
- Links _____ Refers to www links available online
- APK _____ Android Application (i.e. Youtube, Netflix etc.)

RECOMMENDATION FROM SMARTBOX TEAM

- Streaming requires at least 8mb (download) minimum internet speed, to test your speed, you have to run a speed test via the SmartBox Speed Test Application provided on your Home Screen (speed test via any other device is not acceptable)
- We recommend that you use a wireless keyboard/ mouse – this allows for an easier browsing experience
- Do not attempt to update the box on your own. Do not click the SYSTEM UPDATE button in SETTINGS or try to uninstall apps. We recommend that you contact us prior to trying any of these options
- Do not press or attempt FACTORY RESET, this will wipe the complete SmartBox Entertainment Interface and will cost additional \$\$ for reinstatement of the system
- SmartBox do not own any Apps or Addons for streaming provided therefore we are not able to control the frequency or length of downtime you may experience if any.
- Like our FACEBOOK page and check back often for updates on Apps and Addons. Please leave us a product review on our FACEBOOK Business Page, if you feel that you have had less than a five-star experience, please contact us via our FACEBOOK Business Page so we can address and fix any issues/ concerns you have.



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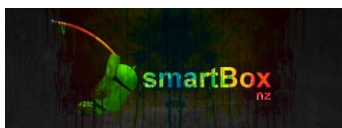
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DISCLAIMER

- **IMPORTANT** – Media Center (Kodi) is the only media center that we support on the SmartBox Entertainment Units. We do not support any other Media Center applications as they may not work. Please do not install other Media Center programs to replace the Media Center!
- **IMPORTANT** – You **MUST** run the Updater inside Media Centre (if you are not on the correct Build Version for Media Centre)
- **IMPORTANT** – All of the settings in the Media Center have been optimized for your SmartBox Entertainment Units. Please do not modify any settings within the Media Center.
- **IMPORTANT** – All of the applications within the Media Center app are developed and maintained by third party developers that have no affiliation with SmartBox Entertainment. Certain applications can go down from time to time. SmartBox Entertainment has no control over these applications and cannot fix them. Most applications are fixed quickly by the developer, but as we have no affiliation with any developers we have no way to provide timelines for fixes. If an application is not working, use a different application in that section of the Media Center and check the non-working application every other day to see if the developer has fixed it yet.
- **IMPORTANT** – SmartBox Entertainment does not condone using any applications to facilitate watching copy written material. The SmartBox Entertainment Unit was designed to allow the user to watch content through official applications or Free to Air information available on the internet

NOW THIS IS STREAMING!
ENJOY 😊



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